

WorkFirst -3Lean Project Workshop Charter

Title

Verifying and Documenting Actual Hours of Participation (Short Title: Actual Hours)

Workshop Sponsor	Workshop Project Lead	Workshop Facilitators
Babs Roberts	Jerry Kosierowski	Kristin Byrne, Mary Ellen Dawson and Douglas Mora

Background

- Federal Participation Rate**--Washington did not meet the All Family or Two-Parent Participation Rate targets in federal fiscal year (FFY) 2012. As of August 2013, it appears the State has met the All Family target, but will still fail to meet the Two-Parent participation rate for FFY 2013.

FFY 2012 Actuals	FFY 2012 Target	FFY 2012 Rate	FFY 2012 Under Target
All Family	14.6%	11.1%	-3.5%
Two-Parent	54.6%	11.8%	-42.8%
FFY 2013 Estimates	FFY 2013 Target	FFY 2013 Rate	FFY 2013 Under/Over Target
All Family	12.5%	13.0%	0.5%
Two-Parent	52.5%	12.2%	-40.3%
FFY 2014 Estimates	FFY 2014 Estimated Target	FFY 2014 Rate	FFY 2014 Under/Over Target
All Family	10.2%	11.6%	1.4%
Two-Parent	50.2%	11.4%	-38.8%

Note: FFY 2013 estimates include August 2013 data and include a twelve week Job Search/Job Readiness count for October 2012 through May 2013. Job Search/Job Readiness for June 2013 through August 2013 reflects a six week count pending confirmation by the Administration for Children and Families that Washington meets the needy state status.

- Actual Hours**—Federal participation is measured by the number of hours that clients perform in fulfillment of their Individual Readiness Plan (IRP). The federal minimal number of hours required for any particular parent varies due to their circumstances (e.g. age of child, one-parent or two-parent household, etc.). However, in all cases the hours performed need to be documented in accordance with the approved State Plan, and recorded into eJAS or ACES. If the client's hours of participation are not recorded properly, certified by signature, or recorded into eJAS accurately the possibility is created that the client's participation will not be credited to the state as having met their federal requirement.
- Lean Initiatives.** The CSD plans to conduct six Value Stream Mapping workshops between the months of December 2013 and July 2014, to identify opportunities for improvement within the WorkFirst

program. This is the third event in the series. Lean WF1 focused on reducing ESD job search churn. Lean WF2 focused on the process used to prepare the required federal participation reports. While both these events resulted in Kaizen work groups with initiatives that may impact the scope of this Lean, the VSM for this event can be seen as abutting, or preceding the work of WF2. Therefore, it will be important to have an updated briefing on the progress of these Kaizen work groups prior to starting this VSM.

Mission Statement

The goal of this workshop is to evaluate the current process of verifying, documenting, and recording actual hours of performance, with the goal of identifying ways to improve that will allow us to balance engagement with participation. Opportunities are sought to efficiently and fully capture every possible hour in a timely and accurate manner. This, in conjunction with the other WorkFirst Lean Project Value Stream Map workshops, will work to improve federal participation rates by doubling the previous year's rate of 13% to 26% by September 2014.

Deliverables

- **Current State Map**
- **Future State Map**
- **Implementation Plan**

Scope & Boundaries

Supplier	Case manager/Provider who records the activity which the Client/Parent performed relevant to their IRP
Input	Collected information used to verify and later populate in eJAS that establishes the client's actual participation within each component
Process	Steps taken by case manager/provider with parent/client to verify the accuracy of the documented hours, recording hours into eJAS, archiving substantiating documentation
Output	Verified data from eJAS and ACES to the data warehouse (frozen universe)
Customer	IT Solutions

Out of scope:

- **A new IT system**
- **Changes to Federal rules**
- **Federal Reporting Process (at ACES, ITS and RDA)**
- **What is the "right" activity.**
- **Exploring the reasons why a participant does not participate in the activity.**
- **Comprehensive Evaluation and IRP Development, Referral Processes, Transition Gaps**
 - **This Lean event focuses on the processes for verification and documentation of actual hours. It is not intended to focus on whether an activity is appropriate, how we deal with transition gaps, etc. Those processes will be reviewed in other Lean events.**

Problem Statements & Effects

What's The Problem/Issue	What's The Effect/Impact
Inconsistent verification and documentation of hours by provider, case manager and/or client.	Unable to claim credit for all hours having been performed.
Inconsistent or delayed eJAS or ACES entry of hours by provider or case manager.	Unable to claim credit for all hours and may create duplication or waste in workload.
Inaccurate or incomplete entry of hours.	Unable to claim credit for all hours and may create duplication or waste in workload. Creates incomplete data with which to analyze for trends or identify activities that have successful outcomes.
Lack of knowledge about how hours of participation impact the rate. (The practice or belief that some hours don't help meet the rate so it isn't important to record them)	Unable to claim credit for all hours and may create duplication or waste in workload.

Workshop Date/Time/Location

Date	Time	Location
3/10 – 3/14	10am-4 pm Monday, 9am-4pm Tuesday- Thursday, 9am- 12pm Friday	Vancouver Community Services Office, Lewis Room, 5411 East Mill Plain Blvd, Vancouver, WA 98661

Workshop Participants

Name	Role/Function	Name	Role/Function
Patty Busse	CSOA	Donelle Colon	WFPS
Mahari Abraha	WFPS	Joseph Hancock	FSS4
Cindy Steinhorst	WFPS	Andrey Svidenko	CSD Operations
Diana Leach	State Verification Plan SME	Maria Santiago	CSD Policy Program Mgr.
Brent Low	IT Solutions	Stefanee Bunn	Lower Columbia Community College
Cristeen Crouchet	Clover Park Technical College	Ericka Wickenhagen	Wenatchee Valley Community College
Kevin Thomas	Clark College	Jean Munro	Highline Community College
Nathan Hoover	Department of Early Learning	Sondra Pieti	ESD

Ken Koernke	ESD	Dan Richardson	ESD
Sue Feist	ESD	Mei-Ling Taylor	ESD
Trina Miller	YWCA	Donna Hendrickson	Service Alternatives
Anna Minor	Commerce	Cindy Farnsworth	Tacoma Goodwill
Ene-Liis Arrowsmith	Career Path	Artur Arakelyan	ORIA
Matt Carlisle	SBCTC	Kelli Johnson	SBCTC-Observer

VSM Workshop Guiding Principles

1. Demonstrate trust to other VSM Workshop participants.
2. Follow through on any commitments you make or assignments you accept.
3. Display professional courtesy during meetings and discussions with other VSM Workshop participants.
 - a. Listen to different points of view.
 - b. Maintain self-esteem of all participants.
 - c. Listen while others are speaking.
 - d. Provide VSM Workshop participants equal opportunity to speak on a topic.
 - e. Be positive and constructive.
 - f. Focus comments on the process, not the person.
4. Provide regular progress reports to the VSM Workshop sponsor(s).
5. Consider cost-benefit aspects of our products and actions.
6. Use consensus decision-making process.
 - a. Use multi-voting decision as our secondary decision-making process.
 - b. Use majority rules decision making as our tertiary decision-making process.
7. Keep sensitive information within the group.
8. Ask for help if you cannot complete your assignments on time.
9. Do not let cell phones, pagers, & laptops disrupt the workshop.
10. Have fun.

Roles and Responsibilities

Please review the VSM Checklist. Your signature below indicates agreement with this Charter and your personal commitment to the tasks on the checklist and implementation of the Future State map. The expectation is that the group's Future State map will be implemented barring major, unforeseen consequences. Having a clear charter and daily VSM check-ins with the Sponsor will ensure this is successful.

Signatures

Signature of Workshop Sponsor:	
Signature of Workshop Project Lead:	